



DEPARTMENT OF WATER SUPPLY • COUNTY OF HAWAI'I

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FOR IMMEDIATE RELEASE

DWS Warns Public of Individuals Impersonating Department Employees

The County of Hawai'i Department of Water Supply (DWS) is warning the public following another report of individuals posing as DWS employees and attempting to collect payment for an alleged past-due water bill.

In the most recent incident, DWS was notified that individuals identifying themselves as DWS employees arrived at a residence in the North Kūlani Road area and claimed there was an outstanding water bill. The individuals stated that they would only accept payment in cash and also attempted to locate the property's water shutoff valve.

The resident became suspicious and went inside the home to contact a family member. When the resident returned outside, the individuals had left.

The incident is similar to one reported in May involving individuals posing as DWS employees and attempting to collect payment for an alleged past-due water bill from a North Hawai'i resident.

The public is being advised that the Department of Water Supply does not show up unannounced at residences to collect payments for past-due balances. Further, Department of Water Supply employees operate marked vehicles and carry official identification cards at all times.

Customers who are unsure whether an individual at their residence is a DWS employee may contact DWS' customer service line at (808) 961-8060 to verify the individual's identity or the purpose of the visit.

Anyone who believes they have been targeted or victimized by individuals impersonating DWS employees is encouraged to contact the nearest police station or call the Hawai'i Police Department's non-emergency line at (808) 935-3311.

This is your Hawai'i County Department of Water Supply.

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... Water, Our Most Precious Resource... Ka Wai A Kāne...

The Department of Water Supply is an Equal Opportunity provider and employer.